

FISCAL YEAR 2005, QUARTER ENDING 12/31/04

APPLICANT SATISFACTION SURVEY RESULTS: APPROVAL RATE\*

| Board                            | Occupation                             | Quarter<br>Ending<br>12/31/04<br>Percent<br>Approval | Prior Fiscal<br>Year<br>Quarter<br>Ending<br>12/31/03<br>Percent<br>Approval | Percent<br>Change | 2005 Fiscal<br>Year to<br>Date Ending<br>12/31/04<br>Percent<br>Approval | Prior Fiscal<br>Year to<br>Date Ending<br>12/31/03<br>Percent<br>Approval | Percent<br>Change | Biennial to<br>Date<br>Ending 12/31<br>/04<br>Percent<br>Approval | Prior<br>Biennial to<br>Date Ending<br>12/31/02<br>Percent<br>Approval | Percent<br>Change |
|----------------------------------|--|--|--|-------------------|--|---|-------------------|---|--|-------------------|
| Audiology/Speech Pathology       | Audiologist                            |  | 83.3%  | -100.0%           | 100.0%   | 72.2%   | 38.5%             | 100.0%  | 88.1%  | 13.5%             |
|                                  | School Speech Pathologist              |  | 100.0%   | -100.0%           | 93.3%  | 100.0%  | -6.7%             | 93.3%   |  |                   |
|                                  | Speech Pathologist                     | 78.9%  | 94.9%  | -16.9%            | 86.9%  | 95.2%   | -8.7%             | 86.9%   | 94.3%  | -7.8%             |
| Audiology/Speech Pathology Total |  | 78.9%  | 94.8%  | -99.2%            | 88.0%  | 93.7%   | -6.1%             | 88.0%   | 93.5%  | -5.9%             |
| Counseling                       | Certified Substance Abuse Counselor    | 100.0%   | 91.7%  | 9.1%              | 95.8%  | 95.8%   | 0.0%              | 95.8%   | 88.2%  | 8.6%              |
|                                  | Licensed Marriage and Family Therapist | 72.2%  | 83.3%  | -13.3%            | 72.2%  | 88.9%   | -18.8%            | 72.2%   | 83.3%  | -13.3%            |
|                                  | Licensed Professional Counselor        | 96.1%  | 100.0%   | -3.9%             | 96.1%  | 94.4%   | 1.8%              | 96.1%   | 87.3%  | 10.1%             |
|                                  | Rehabilitation Provider                |  | 100.0%   | -100.0%           |  | 91.7%   | -100.0%           |   | 100.0%   | -100.0%           |
|                                  | Substance Abuse Treatment Practitioner | 75.0%  | 75.0%  | 0.0%              | 72.2%  | 83.3%   | -13.3%            | 72.2%   | 100.0%   | -27.8%            |
| Counseling Total                 |  | 91.3%  | 89.6%  | 1.9%              | 89.4%  | 91.7%   | -2.5%             | 89.4%   | 88.1%  | 1.5%              |
| Dentistry                        | Cosmetic Procedure Certification       |  |  |                   |  |   |                   |   |  |                   |
|                                  | Dental Assistant                       |  | 66.7%  | -100.0%           |  | 83.3%   | -100.0%           |   | 100.0%   |                   |
|                                  | Dental Full Time Faculty               |  | 83.3%  | -100.0%           |  | 83.3%   | -100.0%           |   |  |                   |
|                                  | Dental Hygienist                       | 95.6%  | 97.0%  | -1.4%             | 95.2%  | 92.0%   | 3.5%              | 95.2%   | 94.1%  | 1.2%              |
|                                  | Dental Hygienist Teacher               |  |  |                   |  |   |                   |   |  |                   |
|                                  | Dental Restricted Volunteer            |  |  |                   |  |   |                   |   |  |                   |
|                                  | Dental Teacher                         |  |  |                   |  | 100.0%  | -100.0%           |   |  |                   |
|                                  | Dental Temporary Permit                | 100.0%   |  |                   | 100.0%   |   |                   | 100.0%  | 66.7%  |                   |
|                                  | Dentist                                | 100.0%   | 98.3%  | 1.7%              | 99.1%  | 99.0%   | 0.1%              | 99.1%   | 94.4%  | 5.0%              |
|                                  | Dentist-Volunteer Registration         |  | 100.0%   | -100.0%           | 66.7%  | 100.0%  | -33.3%            | 66.7%   |  |                   |
| Dentistry Total                  |  | 97.4%  | 95.8%  | 1.7%              | 96.0%  | 94.4%   | 1.7%              | 96.0%   | 94.1%  | 2.0%              |
| Funeral Directing                | Courtesy Card                          |  |  |                   |  | 100.0%  | -100.0%           |   |  |                   |
|                                  | Crematories                            |  | 100.0%   | -100.0%           |  | 100.0%  |                   |   |  |                   |
|                                  | Funeral Establishment                  | 100.0%   |  |                   | 100.0%   | 100.0%  | 0.0%              | 100.0%  | 100.0%   | 0.0%              |
|                                  | Funeral Service Provider               | 95.8%  | 100.0%   | -4.2%             | 88.1%  | 100.0%  | -11.9%            | 88.1%   | 95.8%  | -8.0%             |
|                                  | Funeral Trainee                        |  | 100.0%   | -100.0%           | 100.0%   | 94.4%   | 5.9%              | 100.0%  | 98.5%  | 1.5%              |
| Funeral Directing Total          |  | 96.7%  | 100.0%   | -3.3%             | 93.1%  | 97.4%   | -4.4%             | 93.1%   | 97.8%  | -4.8%             |
| Medicine                         | Athletic Trainer                       | 93.6%  | 90.5%  | 3.4%              | 94.2%  | 88.9%   | 6.0%              | 94.2%   | 93.1%  | 1.2%              |
|                                  | Chiropractor                           | 100.0%   | 95.8%  | 4.4%              | 100.0%   | 95.2%   | 5.0%              | 100.0%  | 94.4%  | 5.9%              |
|                                  | Interns & Residents                    | 100.0%   | 98.1%  | 1.9%              | 97.1%  | 93.1%   | 4.3%              | 97.1%   | 93.9%  | 3.4%              |
|                                  | Licensed Acupuncturist                 | 100.0%   |  |                   | 96.7%  | 100.0%  | -3.3%             | 96.7%   | 98.1%  | -1.4%             |
|                                  | Limited Radiologic Technologist        | 81.3%  | 93.3%  | -12.9%            | 85.0%  | 95.8%   | -11.3%            | 85.0%   | 92.1%  | -7.7%             |
|                                  | Medicine & Surgery                     | 94.9%  | 93.9%  | 1.1%              | 94.4%  | 93.8%   | 0.6%              | 94.4%   | 91.7%  | 2.9%              |
|                                  | Medicine-Volunteer Registration        |  |  |                   | 100.0%   |   |                   | 100.0%  |  |                   |
|                                  | Occupational Therapist                 | 88.2%  | 93.8%  | -6.0%             | 90.5%  | 90.4%   | 0.1%              | 90.5%   | 91.3%  | -0.9%             |
|                                  | Osteopathy & Surgery                   | 94.4%  | 90.0%  | 4.9%              | 94.4%  | 96.9%   | -2.6%             | 94.4%   | 97.1%  | -2.8%             |
|                                  | Physician Assistant                    | 94.4%  | 98.3%  | -4.0%             | 95.5%  | 96.0%   | -0.5%             | 95.5%   | 92.1%  | 3.7%              |
|                                  | Podiatry                               | 100.0%   | 100.0%   | 0.0%              | 100.0%   | 100.0%  | 0.0%              | 100.0%  | 100.0%   | 0.0%              |
|                                  | Radiologic Technologist                | 87.0%  | 81.5%  | 6.7%              | 86.6%  | 79.9%   | 8.4%              | 86.6%   | 83.9%  | 3.2%              |
|                                  | Respiratory Care Practitioner          | 90.3%  | 94.4%  | -4.3%             | 89.5%  | 97.6%   | -8.3%             | 89.5%   | 94.9%  | -5.7%             |
|                                  | Temporary License                      |  |  |                   |  |   |                   |   |  |                   |
|                                  | University Limited License             |  | 100.0%   | -100.0%           |  | 100.0%  | -100.0%           |   |  |                   |
| Medicine Total                   |  | 93.3%  | 93.6%  | -0.3%             | 93.6%  | 92.8%   | 0.9%              | 93.6%   | 91.9%  | 1.8%              |
| Nurse Aide                       |  | 97.1%  | 98.2%  | -1.1%             | 96.0%  | 97.2%   | -1.2%             | 96.0%   | 97.9%  | -1.9%             |
| Nurse Aide Total                 |  | 97.1%  | 98.2%  | -1.1%             | 96.0%  | 97.2%   | -1.2%             | 96.0%   | 97.9%  | -1.9%             |

|                                  |   |        |        |         |        |        |         |        |        |         |
|----------------------------------|---|--------|--------|---------|--------|--------|---------|--------|--------|---------|
| Nursing                          | Authorization to Prescribe              | 93.9%  | 96.7%  | -2.9%   | 96.8%  | 97.0%  | -0.2%   | 96.8%  | 95.2%  | 1.7%    |
|                                  | Certified Massage Therapist             | 91.7%  | 87.1%  | 5.3%    | 93.5%  | 91.5%  | 2.2%    | 93.5%  | 94.7%  | -1.3%   |
|                                  | Clinical Nurse Specialist               | 100.0% |        |         | 100.0% | 93.3%  | 7.2%    | 100.0% | 100.0% | 0.0%    |
|                                  | Licensed Nurse Practitioner             | 87.5%  | 89.2%  | -1.9%   | 89.7%  | 87.0%  | 3.1%    | 89.7%  | 96.0%  | -6.6%   |
|                                  | Licensed Practical Nurse                | 96.4%  | 98.1%  | -1.7%   | 97.2%  | 97.7%  | -0.5%   | 97.2%  | 97.2%  | 0.0%    |
|                                  | Registered Nurse                        | 94.0%  | 93.6%  | 0.4%    | 94.6%  | 95.2%  | -0.6%   | 94.6%  | 94.6%  | 0.0%    |
| Nursing Total                    |   | 94.3%  | 94.1%  | 0.2%    | 95.1%  | 95.1%  | 0.0%    | 95.1%  | 95.3%  | -0.2%   |
| Nursing Home Administrator       | Administrator-in-Training               |        | 100.0% | -100.0% |        | 100.0% | -100.0% |        | 97.2%  | -100.0% |
|                                  | Nursing Home Administrator              | 88.9%  | 94.4%  | -5.8%   | 91.7%  | 97.6%  | -6.0%   | 91.7%  | 96.3%  | -4.8%   |
|                                  | Nursing Home Preceptor                  | 100.0% | 100.0% | 0.0%    | 100.0% | 100.0% | 0.0%    | 100.0% |        |         |
| Nursing Home Administrator Total |   | 91.7%  | 96.7%  | -5.2%   | 93.3%  | 98.6%  | -5.4%   | 93.3%  | 96.7%  | -3.5%   |
| Optometry                        | Optometrist                             | 100.0% | 66.7%  | 49.9%   | 100.0% | 83.3%  | 20.0%   | 100.0% | 97.4%  | 2.7%    |
|                                  | Optometrist - Volunteer Registration    |        |        |         | 100.0% |        |         | 100.0% |        |         |
|                                  | Professional Designation                | 100.0% | 100.0% | 0.0%    | 100.0% | 100.0% |         | 100.0% | 100.0% | 0.0%    |
|                                  | TPA Certified Optometrist               | 97.6%  | 100.0% | -2.4%   | 98.3%  | 100.0% | -1.7%   | 98.3%  | 100.0% | -1.7%   |
| Optometry Total                  |   | 98.9%  | 91.7%  | 7.9%    | 99.3%  | 95.8%  | 3.7%    | 99.3%  | 98.5%  | 0.8%    |
| Pharmacy                         | Business CSR                            |        |        |         |        | 100.0% | -100.0% |        | 96.7%  | -100.0% |
|                                  | CE Courses                              |        |        |         |        |        |         |        |        |         |
|                                  | Medical Equipment Supplier              |        |        |         | 100.0% | 100.0% | 0.0%    | 100.0% | 100.0% | 0.0%    |
|                                  | Non-resident Pharmacy                   |        | 100.0% | -100.0% | 100.0% | 100.0% | 0.0%    | 100.0% | 83.3%  | 20.0%   |
|                                  | Non-resident Wholesale Distributor      | 100.0% | 100.0% | 0.0%    | 95.8%  | 100.0% |         | 95.8%  | 100.0% | -4.2%   |
|                                  | Non-restricted Manufacturer             |        |        |         |        |        |         |        |        |         |
|                                  | Pharmacist                              | 94.6%  | 85.4%  | 10.8%   | 92.5%  | 88.3%  | 4.8%    | 92.5%  | 94.9%  | -2.5%   |
|                                  | Pharmacy                                |        | 100.0% | -100.0% |        | 100.0% | -100.0% |        | 100.0% | -100.0% |
|                                  | Pharmacy Intern                         |        | 100.0% | -100.0% | 100.0% | 97.1%  | 3.0%    | 100.0% | 98.6%  | 1.4%    |
|                                  | Pharmacy Technician                     | 96.5%  | 96.8%  | -0.3%   | 95.9%  | 98.2%  | -2.3%   | 95.9%  |        |         |
|                                  | Pharmacy Technician Training Program    |        | 100.0% | -100.0% | 100.0% | 100.0% | 0.0%    | 100.0% |        |         |
|                                  | Physician Selling Controlled Substances | 100.0% |        |         | 100.0% | 80.0%  | 25.0%   | 100.0% | 87.5%  | 14.3%   |
|                                  | Pilot Programs                          |        |        |         |        |        |         |        |        |         |
|                                  | PSD Location                            |        |        |         |        |        |         |        |        |         |
|                                  | Restricted Manufacturer                 |        |        |         |        |        |         |        |        |         |
|                                  | Warehouser                              |        |        |         |        |        |         |        |        |         |
|                                  | Wholesale Distributor                   |        |        |         |        | 100.0% | -100.0% |        | 100.0% |         |
| Pharmacy Total                   |   | 98.9%  | 95.1%  | 4.0%    | 95.3%  | 96.6%  | -1.3%   | 95.3%  | 95.5%  | -0.2%   |
| Physical Therapy                 | Physical Therapist                      | 93.1%  | 89.4%  | 4.1%    | 91.9%  | 93.3%  | -1.5%   | 91.9%  | 90.0%  | 2.1%    |
|                                  | Physical Therapist Assistant            | 96.3%  | 100.0% | -3.7%   | 91.2%  | 98.0%  | -6.9%   | 91.2%  | 92.9%  | -1.8%   |
| Physical Therapy Total           |   | 93.9%  | 92.2%  | 1.8%    | 91.7%  | 95.0%  | -3.5%   | 91.7%  | 90.5%  | 1.3%    |
| Psychology                       | Clinical Psychologist                   | 87.5%  | 100.0% | -12.5%  | 89.9%  | 90.9%  | -1.1%   | 89.9%  | 97.9%  | -8.2%   |
|                                  | Continuing Education Provider           | 83.3%  | 100%   | -16.7%  | 91.7%  | 100.0% |         | 91.7%  | 100.0% | -8.3%   |
|                                  | School Psychologist                     | 100.0% |        |         | 100.0% |        |         | 100.0% |        |         |
|                                  | School Psychologist-Limited             | 91.7%  |        |         | 95.2%  | 100.0% | -4.8%   | 95.2%  | 100.0% | -4.8%   |
|                                  | Sex Offender Treatment Provider         | 91.7%  | 100.0% | -8.3%   | 94.4%  | 100.0% |         | 94.4%  | 100.0% | -5.6%   |
|                                  |   | 88.6%  | 100.0% | -11.4%  | 91.5%  | 93.3%  | -1.9%   | 91.5%  | 98.4%  | -7.0%   |
| Psychology Total                 |   | 88.6%  | 100.0% | -11.4%  | 91.5%  | 93.3%  | -1.9%   | 91.5%  | 98.4%  | -7.0%   |
| Social Work                      | Licensed Clinical Social Worker         | 95.8%  | 81.8%  | 17.1%   | 93.1%  | 89.6%  | 3.9%    | 93.1%  | 95.3%  | -2.3%   |
|                                  | Licensed Social Worker                  | 100.0% | 100.0% | 0.0%    | 98.1%  | 100.0% | -1.9%   | 98.1%  | 92.7%  | 5.8%    |
| Social Work Total                |   | 96.7%  | 84.6%  | 14.3%   | 94.1%  | 91.1%  | 3.3%    | 94.1%  | 94.7%  | -0.6%   |
| Veterinary Medicine              | Full Service Veterinary Facility        |        | 100.0% | -100.0% |        | 100.0% |         |        | 100.0% | -100.0% |
|                                  | Restricted Veterinary Facility          |        |        |         | 100.0% |        |         | 100.0% | 100.0% | 0.0%    |
|                                  | Veterinarian                            | 100.0% | 83.3%  | 20.0%   | 95.2%  | 92.2%  | 3.3%    | 95.2%  | 94.6%  | 0.6%    |
|                                  | Veterinary Technician                   | 95.8%  | 95.8%  | 0.0%    | 93.9%  | 93.3%  | 0.6%    | 93.9%  | 95.0%  | -1.2%   |
| Veterinary Medicine Total        |   | 98.3%  | 95.6%  | 2.8%    | 95.0%  | 93.2%  | 1.9%    | 95.0%  | 95.0%  | 0.0%    |
| Agency Total                     |   | 94.6%  | 94.5%  | 0.1%    | 94.7%  | 95.0%  | -0.3%   | 94.7%  | 94.3%  | 0.4%    |

\*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range.